

D . RAVINDAR

Email Id: ravindaran.ccna@gmail.com

Cell: 99000 48725

CAREER OBJECTIVE

To pursue a highly rewarding career, seeking for a job in challenging and healthy work environment where I can utilize my skills and knowledge efficiently for organizational growth.

Executive Summary

- 8 years 8 months Years of total IT experience with vast exposure to IT Infrastructure Management. I have extensive subject matter expertise in Datacenter Management, IT Infrastructure Planning, IT Services Management (ITSM), Processes and Strategic Technology & Developing Cost Effective Solutions to meet customer / business requirements. I also have good experience with IT Project Management.

Skills and Expertise

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| <ul style="list-style-type: none">➤ Helpdesk Desk Portal Administrator➤ Asset Management➤ End user support➤ Windows Server Administrator➤ Cisco routers and switches➤ DLP \ Symantec➤ ERP - SAP \ PLM \ DYNAMIC 365 | <ul style="list-style-type: none">➤ LAN and WAN➤ Wireless networking➤ Mobile devices➤ Project management➤ Air Watch Administrator➤ Strong planning skills & Team work |
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Professional Experience

Company: Griffith Foods Pvt. Limited, Bangalore – August 2020 to till date.

❖ **Manager – IT Infrastructure (India & Middle East).**

Job Responsibilities:

- Responsible for supporting all IT infrastructure and business applications.
- Day to Day routine IT operational practice maintaining service availability, security, confidentiality and data protection.
- Implementation and expansion and ERP (Microsoft Dynamics 365) in the Griffith House and India and Middle East region.
- Managing end to end service desk operation delivery across India and Middle east region.
- Collaborate with Global IT leadership team and regional business leadership team to provide IT technical support for organization.
- Deployed DUO (multifactor authentication) for India and Middle East region.

Company: Himatsingka Seide Limited, Bangalore – May 2013 to Aug 2020

❖ **Assistant Manager - IT Infrastructure**

Job Responsibilities:

- Significant exposure in IT Managed Services & IT Infrastructure Domain. Possess skills to lead IT infrastructure and ensuring smooth operations.
- Develop and admin of IT Helpdesk Portal.
- Giving customer support in Desktop, Laptops and Printers. And Mobile devices (Android, Blackberry & iPhone.
- Troubleshoot LAN/WIFI connectivity, configured permissions
- Managing Active Directory by resetting passwords, unlocking accounts, Creating g New users.
- Installing wide range of network devices, including switches, routers, firewalls, wireless networks.
- Keep network infrastructure up-to-date and secured.
- Troubleshooting various network issues affect solutions and collaborate with staff and outside vendors to resolve complex problems.
- Documentation /Compliance for ISO /Audit perspective.
- Provide emergency 24 x 7 on-call & remote support for India and US Users.
- Accomplish of tasks assigned by CIO/AVP/Managers.

❖ **Systems Administrator - ITS Infrastructure, (May 2013 to May 2016).**

Job Responsibilities:

- Giving technical support to Desktop, Laptops and Printers.
- Provided technical support for hardware/software configurations and applications.
- Managing and Maintaining the Window Servers, Routers and Switches.
- Troubleshoot and resolve computer and telephony related issues when contacted by clients by providing both on-site and remote support.
- Responsible for Basic-level support for all SAP related issues
- Network / hardware troubleshooting in office and clients side.
- Managing user accounts, groups, print queues and controlling access rights using Active Directory.
- Infrastructure Designing, Cabling, Crimping, Punching. In Designing, Implementing network small office.
- Supporting end users on their technical problems.
- Taking daily and monthly backup and maintaining the logs accordingly.
- Responsible for firewall devices and Antivirus applications.
- Configuring and troubleshooting MS Outlook and Outlook Express.
- Coordinating with client for testing new project implementations.
- Troubleshooting VPN and Citrix connection problems.
- Planning & scheduling the network and service down time for various upgrades and Maintenance.
- Logging and monitoring calls on regular basis on helpdesk and resolving the issues on timely manner.

Previous Experience

Company: Bright Brothers Limited, Pondicherry – May 2012 to April 2013.

Designation: Management Trainee for Technical Support Engineer.

Job Responsibilities:

- Installation of Computer Hardware, Software, Network Topology and other rudimentary Troubleshooting.
- Configuring new networks, structural cabling.
- Providing assistance and support for network printers, computers and other equipment.
- Providing end-user support
- Data backup and data recovery.
- Configuring Outlook Express accounts.
- Maintaining IT Assets for all users.

TRAININGS ATTENDED

- CISCO Certified CCNA Routing & Switching
- Sophos Firewall.
- Share Point 2016
- Himatsingka Professional Manager.
- ISO Internal Certified Auditor.

EDUCATION

- **B.E (CSE)** - 77% from Bharath University, TamilNadu - Year 2010.
- **MBA (HRM)** - 60 % Pondicherry University, Pondicherry Year 2012

CERTIFICATIONS:

- **CCNA** : Cisco Certified Network Associate
Cisco ID No: CSC011812542 / Exam No: 640 – 802
- **Diploma in .NET** (Completed certificated course)
Institution : CSC Computer Education
Grade : “A”

Personal Detail

Fathers Name : Dhanaraj J
Date of Birth & Age : 06/07/1988 & 31 years
Marital Status : Married
Nationality : Indian
Passport Number : T4559076
PAN Number : ASBPR0335E
Language Known : English, Tamil and Kannada.
Permanent Address : No: 5 Asari Street, Sanniyasikuppam, Thirubuvanai Post, And Pondicherry - 605107.

Self-Declaration

I hereby declare that all the information provided by me in this application is factual and correct to the best of my knowledge and belief.

Place: Bangalore

Yours truly,
D. Ravindar